NETWORK MANAGER REPORT

MAY 2011

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

May proved to be a very busy month for AI. This month the team finalized the newest version of alabama.gov while launching two new agency applications and eleven change management updates. The project queue remains full, keeping AI on track to reach 24 applications by the end of the year.

Highlights for the month include:

- AI launched the Certified/Non-certified Business Entity Copies Application with the Secretary of State's office. This service allows users to purchase and print various business entity records online. All certified documents are attached to a document containing the state seal and a unique authentication number.

- The portal completed and deployed a Limited Liability Partnership (LLP) Annual Payment application for the Secretary of State's office in May. This service allows both domestic and foreign LLP entities to pay their annual notice fee online.

- AI launched the Store 199 Payment application for the Alcoholic Beverage Control Board. This application allows the board to process payments for special wholesale orders from the warehouse without shipping the merchandise to a retail store.

- The Department of Public Health, Children's Health Insurance Payment application experienced an increase of 17% from May 2010. During May alone, the application processed over $64,000. The application allows users to pay fees associated with their children's health insurance online.

- The Alabama Department of Revenue Trip and Fuel Permits application has seen a 41% increase from May 2010. During May 2011, the application processed over $16,000. This application allows users to purchase trip and fuel permits online.

- The Crash Report application for the Alabama Department of Public Safety had an increase of 52% from May 2010. The application processed over $3,000 in the month of May and allows users to obtain a copy of their crash reports online.

- Transactions for the Alabama Department of Revenue, International Fuel Tax application increased 43% from May 2010 to May 2011, processing over $2 million in May 2011. This application allows users to file their quarterly international fuel tax returns electronically.

Marketing

The marketing team focused mainly on the corporate marketing conference in May. Each year, one of NIC's state portals is chosen to host the marketing directors, general managers and project managers for a three-day conference. Five Alabama Interactive representatives attended the conference this year in Nashville, Tennessee. While in Nashville, the team networked with other portals and participated in conference breakout sessions, learning of numerous, innovative ideas being incorporated by others around the country. The marketing team intends to contact existing agency partners to present some of these ideas in hopes of providing them with the most current technologies and opportunities.

One of the five representatives at the conference this year was Bethany Horne, a new project manager who joined the Alabama Interactive team this month. Bethany recently graduated from the University of Alabama - Birmingham with a degree in Management Information Systems. The portal is excited to have her on the staff and looks forward to seeing her talents unfold.

Customer Service

The month of May was a busy one for the Alabama Interactive customer service team, especially with the Inmate Banking application for the Alabama Department of Corrections. Team members answered 1,072 live chats and 340 customer support e-mails throughout the month; the team also answered more than 453 phone calls with general questions about various state services and online applications.

Members of the team continued to assist customers with application issues and general questions about Alabama government. One customer who utilized the Live Help online chat service said, "Thanks. You know more than twenty people I have talked to this morning." Another customer sent an email to customer support needing assistance with the Inmate Banking application. When a Customer Service Representative assisted him with this request, the customer replied, "Thanks very much! I just used this system with success. I will continue to use this system." The AI customer service team will continually strive to provide the highest levels of customer service.

Development

During the month of May, the AI development team held a meeting where members discussed, among other items, updating the payment fee verbiage on all of AI's payment processing applications in order to comply with the standards set up by the Payment Card Industry (PCI). The team also discussed adding and verifying Google Analytics to all of the portal's existing applications, so that AI can get complete and accurate analysis of overall site usage. Talk also took place of the usefulness of tracking all non-standard JAR/Include files. This will help the team better manage and maintain applications when a non-standard include file has an available update. The final discussion topic was based on a request by the Project Managers to have all application administrative reports updated to include links to the portal's common Daptiv forms, which include the refund request and the event submission form. In response to all of the above items, the development team maintained an aggressive timeline to update all applications, completing these tasks in just over a week.

PROJECT REPORT

Application Progress	This Month	Year to Date
Total # of scheduled applications not yet in development	13	N/A
Total # of applications in development	19	N/A
Total # of new applications deployed	3	4
Total # of application functional updates completed	11	124

Note: Please see Daptiv reports for detail.

SERVICE REQUESTS

N/A

MONTH IN REVIEW

Application Progress	2010	2011
Total AI Network Transactions:	174,159	190,799
Average Successful Requests per Day:	5,618	6,155
Total alabama.gov Visitors:	140,626	129,541
Total alabama.gov Page Views:	318,204	284,358
Total alabama.gov Chats or Offline Messages from Live Help:	113	1,024
Total AI Customer Support Emails:	286	399

OPERATIONS & ADMINISTRATION

Alabama Interactive hired Bethany Horne, a new project manager who joined the team this month. Bethany recently graduated from the University of Alabama - Birmingham with a degree in Management Information Systems.

OTHER BUSINESS/IN CLOSING

In closing, May provided the opportunity to ensure the last changes deployed before the launch of the ninth version of alabama.gov. As we complete version 9 of the portal, we hope to become a strong contender in the Best of Web competition. Several updates to existing applications as well as several new applications are under development also.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath